

**LAD #06P-08, Examination of Delivery of eGovernment Services** Montana Department of Administration  
**Management Action Plan** Information Technology Services Division  
**As of August 16, 2006** 1 of 2

Audit Report & Rec #	Recommendation	Division Stance	MAP – Management Action Plan	Person Responsible for MAP	Target Date	Review Findings/Date
LAD # 06P-08 Rec #1	We recommend DofA strengthen management controls over the provision of e-services by:	Concur	A. The Department will issue a policy requiring agencies to reconcile the Montana Interactive reports to the actual revenue recorded on SABHRS.	Paul Christofferson	8/31/06	This will be added to MOM Volume 2 Chapter 0100 or 0200 with a separate cover memo to all agencies by 8/31/2006.
	A. Increasing monitoring of e-services revenue activities.		The Department will require a more detailed monthly income statement from Montana Interactive. This information will be provided to the Electronic Government Advisory Council for providing policy direction.	Dick Clark	7/19/06	A recommended financial statement format will be provided to ITSD from AFSD by 7/7/2006.  The Department will require the detailed information in the next Montana Interactive General Manager's and Financial Information Report due on July 19, 2006 for the Electronic Government Advisory Council's review at their quarterly meeting. This precise information allows the Council to make more informed decisions for providing direction to the Department.
	B. Standardizing the revenue remittance frequency to the State Treasury for all affected agencies.		B. The Department will develop a policy requiring the timely deposit of all eGovernment service revenue. All existing work orders will be updated to comply with this new policy.	Paul Christofferson for Policy	9/30/06	<b>Completed</b>  This will be a clarification to existing policy. All agencies will be notified when the additional language has been added.
				Dick Clark for Work Orders	3/1/07	Once the policy is in place, all existing work orders will be updated to comply with the policy.

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	<p>C. Obtaining assurance contractor financial and information system internal controls are in place.</p> <p>D. Providing clear guidance to agencies through state policy regarding e-service operations, specifically in areas such as proper recording of e-service expenditures.</p>		<p>C. The Department will request copies of all internal control policies and procedures from Montana Interactive.</p> <p>D. The Department will develop policy detailing the proper recording of revenue and expenditures for eGovernment services.</p>	<p>Dick Clark</p> <p>Paul Christofferson</p>	<p>9/30/06</p> <p>8/31/06</p>	<p>This request has been made with a response deadline of September 30, 2006.</p> <p>This will either be a new Management Memo or added to an existing MOM Volume 2 Policy by 8/31/2006 (the same as 1A).</p>
LAD # 06P-08 Rec #2	We recommend the DofA develop a formal eGovernment services project risk management plan that incorporates elements of both contingency and business continuity plans.	Concur	The Department will update our contingency and business continuity plans to specifically address eGovernment services.	Dick Clark	6/30/07	Work is underway to update these existing plans.
LAD # 06P-08 Rec #3	We recommend the Governor require agencies to report more detailed analysis of eGovernment services impacts on agency resources to the Legislature.	Concur	The Governor's Office will work with the Department of Administration and the Electronic Government Advisory Council to develop reporting requirements for agencies regarding eGovernment services.	Adam Pimley	3/31/07	This topic will be discussed at the July 19, 2006 Electronic Government Advisory Council meeting and a subcommittee will be assembled to work on the requirements.
LAD # 06P-08 Rec #4	We recommend the Governor initiate the development of a business case analysis regarding the state's options for providing future eGovernment services.	Concur	The Governor's Office will work with the Department of Administration and the Electronic Government Advisory Council to form a subcommittee to prepare a business case analysis for future eGovernment services.	Adam Pimley	6/30/07	This topic will be discussed at the July 19, 2006 Electronic Government Advisory Council meeting and a subcommittee will be assembled to work on the business case.